Travelscene American Express
Travel Agent User Manual

What am I learning?

The quickbeds.com Travel Agent User Manual, is designed to ensure agents set up their store correctly and are trained and competent at using the quickbeds.com system in the following areas:

Store Log in, Store Profile Set Up & Agent Registration :

1. *Logging in to the site*
2. *Completing your store profile*
3. *Logging in to your store and registering as a consultant*

Using Quickbeds.com:

1. *Making a booking and/or quote*
2. *Converting or deleting a quote*
3. *Changing and/or cancelling a booking*

Store Log In, Store Profile Set Up & Agent Registration

Stage 1. Logging in to the site

1. *Access the Quickbeds.com site via the following address: http://travelscene.quickbeds.com/store*

Stage 2. Completing your store profile

To enable your store to earn commission, you need to set up your Store Profile once before you can make bookings:

1. *Click on the "Stores Join Here" icon, and complete your store details.*

2. *Once you have completed this click on the "Join Now" icon.*
3. *You registration will be sent to quickbeds.com Support for review. You will then get an approval email with in 24hrs, and you can then start booking.*

Stage 3. Logging in to your store and registering as a consultant

Once you have been approved log back in using the above address and follow the steps below:

1. *Logon under your store using the "Store ID & Password" provided, then*
2. *Under the "Add Consultant" icon enter your details (name, email address, phone), and click on the "Add User" icon. Do this for each consultant in your store.*
3. *To enter the site ready to make bookings click on the "Login" icon next to your name. This will take you to the quickbeds.com Home page.*

Note

- *Ensure you register as above, under your store so quickbeds.com can track your bookings and pay your commission.*
- *Make sure that this information is provided to the rest of the agency.*

Using quickbeds.com:

The quickbeds.com system is extremely simple to use, you can make a booking (fully confirmed) within minutes. Review the following points to ensure you are familiar with the system, note there are also online Hint & Tips to assist you.

Stage 1.Making a booking and/or quote

1. *Logon into the site under your consultant name as above.*
2. *Click on the "Make A Booking" icon, this will take you to the Search page.*

Searching for a Property

1. *Click on 1 of the 2 programs. Either "Year Round"(nominate check in date and # of nights) or "Last Minute". (Note you can only "quote" on Year Round bookings).*
2. *Select either one of the main regions by ticking it or use tick "Other cities/regions" and scroll in the drop down menue for your desired destination.*
3. *Fill in the amount of adults & children the booking if for. Eg. 2 Adults & 2 Child*
4. *Click on the "Search" icon. This will display your search results, bringing up all the available properties in the region for the dates you selected.*

Note

- *Click on "Need help?" to find a unknown destination or property*
  - *You can also do a quick search by clicking on the appropriate icon on the right side of the screen "School Holidays, Events & Hot Offers"; this will take you directly to these offers.*
  - *You can also use the advance search to search by accommodation type, price, facilities etc.*

Complete the Booking or Quote

1. *Click on the name of the property you would like to book. This will give you all the property and room type details, photos etc. (Hover over the prices to see inclusions)*
2. *Click on the "Room Type and Package" you wish to book.*
3. *Complete "Guest Details", special requests etc. E-mail address you fill in is where the email booking confirmation will be automatically sent. (Note to send the confirmation to two people use a ";" between the addresses)*
4. *To make a booking complete the relevant payment details and click "Credit", or to quote click the "Quote" icon – this will store this information as a quote, which can be activated at a later date. (This is a quote only and not a confirmed booking).*

Note

- *You can offer your client a discount on a booking. Note the discount will be deducted from your agent commission.*
- *Click on the "Continue" icon to go to the Home page, to make additional bookings.*

Stage 2. Converting or deleting a quote

You can convert a Quote to a Booking, by returning to the quickbeds.com Home page and:

1. *Click the "Review Bookings" icon.*
2. *Search for the quote you are after by choosing under type in the search box "Quote", and then choose by "Date Booked" or "Date Stayed" and the date, and then choose the consultant who made the booking, then click on "Display Results". This will retrieve the quote or quotes you are looking for, click on the "Confirmation Number" to activate the Quote.*

Alternatively, if you know the quote number, put this in the "search"box and click the "Display Results" icon.

3. *Convert quote to a booking by clicking on the "Convert to Booking" icon or delete the quote by clicking on the "Delete" icon. Complete any additional payment details if necessary.*
4. *If there is no availability for quoted dates, you will receive a warning.*

Note

- *Click on the "Continue" icon to go to the Home page*

Stage 3. Changing and/or cancelling a booking

You can change or cancel a booking by returning to the home page and:

1. *Click the "Review Bookings" icon*
2. *Follow Step 2. Above except choose "Bookings" instead of Quote.*
3. *Change a booking by clicking on the "Modify" icon and complete the necessary changes and any additional payment details*

OR

1. *Cancel a booking by clicking on the "Cancel" icon.*

Note

- *The cancellation and amendment fees are retained by the agent as commission.*
- *The agent can waiver these fees at their discretion.*

YOU ARE FINISHED AND OFFICALLY QUICK IN BED!

Additional Information

1. *For assistance with bookings or general enquiries contact Quickbeds Customer Support* ***1800 421 800*** *7 days a week. (8AM - 7PM Mon - Fri AEST; and 9AM - 5PM Sat - Sun AEST)*

2. *You can access Statements & Commission on your Bookings 24/7 in real time. Click on the "Statements" icon after you login to your store.*

3. *Keep your store profile up to date (this is where your bank account, username, password and contact details are stored). Click on "Profile" icon and amend and save as needed.*

4. *Click on the "Help & Tips" icons on each page for assistance and further instructions for each part of the booking.*